

# Leasehold Team

## Frequently asked questions

### **Do you always have to consult?**

No:

·If the cost of the service is less than £100 per property, or the cost of the “qualifying work” is less than £250 per property we do not have to consult.

Also, If the service is provided by Karbon Homes, we do not have to consult (such as grounds maintenance)

There is special provision made in the legislation which allows for Karbon to apply for dispensation, if the repairs are urgent due to serious health and safety concerns, we may apply to the First Tier Tribunal for a dispensation from the requirement to consult.

### **What can I do if the final cost is higher than the estimate?**

We will always explain if the costs are higher than expected and there is an allowance included in the procedure.

If you remain unhappy you can apply to the First Tier Tribunal and ask them to assess the reasonableness under section 27A of the Landlord and Tenant act 1985. The Tribunal will assess the reasonableness of the charge and if we have complied with the consultation requirements.

### **Where can I find out more about S20?**

The Leasehold Advisory Service website has comprehensive information about S20 consultation – [www.lease-advice.org](http://www.lease-advice.org). They provide independent advice for residential leaseholders and are funded by the government.